

DIR CCTS Pricing - ACD Pilot Line Service

The Communication Technology Division of the Department of Information Resources (DIR) provides a wide range of telephone services to State Agencies and others on the Capitol Complex through the Capitol Complex Telephone System (CCTS).

Monthly Service (Recurring)	Monthly Service Charge
Voice Mail Box	\$3.00
ACD Agent	\$13.00
ACD Pilot Line	\$14.75
Transfer Voice Mail Box	\$1.00
One-Time Service	One-Time Service Charge
Moves, adds, changes (business hours)	\$40.00 hr./1 hr. minimum
Moves, adds, changes (after hours)	\$60.00 hr./1 hr. minimum
Software Changes only	\$1.67 ea.
Voice Mailbox Installation	\$35.00
ACD Pilot Installation (programming & initial set-up)	4 hrs. minimum labor \$160.00